

Empathy Interview Plan Template

Step	Framing	References	Suggested Actions <i>(You're encouraged to modify this list to meet your teams planning needs)</i>
1	<p>Select who you will interview and where you will interview them.</p>	<p>[Insert district specific community asset map link]</p> <p>[Insert link to your list of interviewees and assigned interviewers]</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Review community asset map <input type="checkbox"/> Identify representatives from focal student groups: <ul style="list-style-type: none"> ○ Students experiencing poverty ○ Students of color, students with disabilities ○ Students who are emerging bilinguals, students experiencing homelessness ○ Students experiencing foster care ○ LGBTQ2SIA+ students ○ Students recently arrived ○ Migrant students ○ Students with experience of incarceration or detention <input type="checkbox"/> Review existing data that might inform who you need to hear from most. <input type="checkbox"/> Brainstorm highly engaged users and those not at all engaged with the design challenge at hand.



			<ul style="list-style-type: none"><input type="checkbox"/> Make a plan for where to conduct interviews (i.e. hang out in the space you are reimagining, organize a canvass or phone bank)
2	Review your talking points and select interview questions.	Question Bank	<ul style="list-style-type: none"><input type="checkbox"/> Outline a script, talking points or a couple of warm-up questions that will help you build trust and rapport.<input type="checkbox"/> Select the appropriate questions for your audience and design challenge based on student achievement data, community survey data, and other inputs.<input type="checkbox"/> Practice probing (Why did you make that choice? Can you tell me more about..., etc.)
3	Have a plan for intense experiences or triggers.		<ul style="list-style-type: none"><input type="checkbox"/> Ensure your talking points set the expectation that every question is optional and that anyone can stop the interview at any time.<input type="checkbox"/> Prepare for self-care and self-awareness with a free-write or reflection: What's your plan if someone says something that ignites you?<input type="checkbox"/> Make a plan for if the interviewer experiences intense emotions. Have a conversation with colleagues about people and resources that exist in your community/school district should you need to follow up.

4	Be ready to sort through the data and follow up	Street Data Analysis Protocol	<input type="checkbox"/> Be ready to thank the interviewer within 24 hours and follow up with any incentives you are offering. <input type="checkbox"/> Make a plan for where to deposit the data and how/when your engagement team will analyze the data. <input type="checkbox"/> Understand when and how the data will get used so you can convey that to the interviewer. <input type="checkbox"/> Set a calendar reminder to follow up with the interviewer once the draft Integrated Plan is available to share.
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Empathy Interview Facilitator Template

Tips for a Better Interview

- **Embrace silence:** Often if you allow silence, a person will reflect on what they've just said and go deeper. It's especially important to be mindful and appreciative of this during virtual interviews where pauses can feel even more uncomfortable.
- **Don't suggest answers:** Even if they pause before answering, don't help them by suggesting an answer. This can unintentionally get people to say things that agree with your expectations. Ask questions neutrally.
- **Notetaker tips:** In addition to transcribing, pay attention to nonverbal cues. This is especially important if you are interviewing in the same space you are designing for. Observe interviewees before and after the interview to look for insights and contradictions. Highlight any action or follow-up that might need to take place afterwards, such as a question you did not have the answer to.

Step	Guidance	Facilitator Notes
1	Build relational trust and set a tone for non judgemental listening: Introduce yourself, the notetaker, and the reason you're reaching out, e.g. "I am volunteering with the school district to speak with community members. We want to know more about your experience as a student"	

	<p>who [insert focal student population]. Do you have a few minutes to talk?”</p> <p>Then shift the focus to your user, but build trust, offer something of yourself and be affirming as the conversation progresses. Start with basic questions: “How are you doing?” or “Why are you here today?”</p>	
2	<p>Interview and probe: Ask the questions you brainstormed. At the same time, look for opportunities to probe further: “Why do you say that?” “Tell me more...” “What were you feeling at that point?” Practice pausing, reflecting, and inquiring further.</p> <p>In addition to transcribing the conversation, your notetaker will observe nonverbal cues. They might be able to jump in and inquire further about contradictions or other things they notice. Sometimes what people say and what they do (or say later after the interview is “complete”) are different. Gracefully probe these contradictions and other behaviors you notice.</p>	
3	<p>After the interview: Let the community engagement team or your liaison know that you’ve submitted interview notes, including relevant demographic information, and, if applicable, had the interviewee complete the ThoughtExchange. Don’t forget to thank your interviewee for their time! Consider adding a reminder to your calendar to follow up with the interviewee once you’ve learned how their input will be used.</p>	